

# Secretaries

## *Earn Bockting Excellence Awards*

**Y**olanda Bejarano, Pamela Baker, Laura Goerner and Karen Black are among recent recipients of the Marilyn J. Bockting Secretarial Excellence Award in recognition of their outstanding efforts. This award was established to recognize and honor secretaries who have made exceptional contributions to the effective operation of the Johnson Space Center through professional competence and personal dedication.

Bejarano of the Space Shuttle Management Integration Office



Yolanda Bejarano

S98-17340

was recognized for her sustained exceptional performance and significant contributions to the Management Integration Office and the Space Shuttle Program. In addition to her excellent office administration and secretarial skills, she has volunteered to be a pathfinder in the use of new software tools and hardware prototype systems. Through these efforts she provides valuable insight into the use of new tools for JSC secretaries and other users.

Bejarano's willingness to undertake tasks and to meet her commitments with products and services of the highest quality on schedule was demonstrated during the ISO 9001 certification activities. She ensured that she was educated on the requirements and that they were implemented in a timely manner. Her attitude and willingness to help have earned her respect and appreciation from her coworkers and supervisors.

Baker of the Information Systems Directorate was recognized for her exceptional job of handling the traditional secretarial



Pamela Baker

S98-20241

responsibilities for a diverse and dispersed group of employees. She serves as secretary for ISD's contractor officer's technical representatives for the information systems and information, imagery, media, and public affairs support services contracts, and ISD's customer service and configuration management groups.

In this time of downsizing, Baker has been instrumental in helping to ensure that ISD continues to deliver excellent service to the center. She has stepped in and picked up the ball on new and more challenging duties. This effort has required outstanding skills in communication and computer desktop applications

beyond those of a division secretary. She has also been instrumental in the smooth transition and continuous improvements to the IMPASS contract.

Goerner of the Engineering Directorate was recognized for her high level of motivation and skillful execution of all aspects of her job. She has learned the intricacies of the directorate, which is very large and diverse, and has taken on the role of lead secretary in an exceptional manner. She has developed



Laura Goerner

S99-04317

an excellent rapport with the managers within the directorate and their secretaries.

Goerner is extremely reliable and is always able to provide support whenever it is needed. She has worked long hours and striven to learn everything there is to know about the job and the organization to ensure the continued smooth running of the office.

Black of the Human Resources Office was recognized for her exceptional job of handling the traditional secretarial responsibilities for a diverse and dispersed group of employees. As secretary for ISD's contractor officer's technical representatives, she has made significant contributions to the Human Resources Management Branch.

In addition to her excellent secretarial skills, her greatest asset is her talent for working with people. She has a wonderful customer focus, a very important requirement in her organization and in the work she does as the center's Leave Transfer Program



Karen Black

S99-0431

coordinator. From the day she joined the branch, she has worked in a dual role of as branch secretary and as office manager, and she has been successful serving in both of these capacities. With her excellent organization skills, she has made process improvement changes that have resulted in significant streamlining. ■

### Faces in the crowd

Is VPP being implemented well in your organization?



**George Markham**  
Programmer  
United Space Alliance

"Definitely. VPP is an outstanding program that we have here to show that we are a safety oriented type facility, and we are proud that we can be associated with it."



**Pat Simpson**  
Operations Analyst  
Barrios

"I appreciate the great effort, time and various processes used in getting the VPP information to us."



**Alex Sanders**  
Engineer  
NASA

"Yes it is. We have a lot of literature that comes through that keeps us updated with the latest VPP information, and we have a very good representative who provides us with information as well."



**Susie Cour-Palais**  
Program Analyst  
NASA

"Yes it is. We have fun with it. VPP has been worked into games that have had rewards given to the winner of the games."



**David Chiquelin**  
Senior Engineer  
USA

"The most striking result to me of implementing VPP has been the increase in safety communications."